

**Superior Court of California,
County of Yolo
Job Announcement**

Vacancies may be filled on a Limited Term basis.

**Information Services Analyst I
Recruitment # 15-23**

Annual Salary: \$50,855 - \$61,814

Closing DATE: Noon on Thursday, November 5, 2015

Position Summary

Incumbents are responsible for analyzing and effecting appropriate solutions for computer and data processing needs; providing technical support analysis and training in the use of information systems and equipment; managing Court information systems projects; analyzing existing or proposed work processes; and planning, designing, writing, and proposing difficult and complex systems and procedures to enhance the efficiency of these processes. This series is classified as “at-will” and is FLSA exempt. These positions are designated Confidential.

Description of Levels

The Information Systems Analyst is a multi-level series distinguished primarily by the complexity of work, level of independent judgment and action, and application of information systems knowledge and analytical expertise.

Information Systems Analyst I is the entry level class within the series. Employees initially work under general supervision performing a variety of information systems duties of limited complexity and more routine nature in the establishment and maintenance of information systems’ needs. As employees develop greater knowledge and proficiency, a wider variety of duties are assigned and more independent work is allowed.

Information Systems Analyst II is the journey level in the series. Employees work under general supervision and are expected to perform the full range of information systems and analyst functions.

Information Systems Analyst III is the advanced journey level in the series. In addition to the above, incumbents are under direction to coordinate major Court information systems programs and to apply the requisite knowledge, skills and abilities in performing the full scope of information analyst duties. Incumbents exercise independent judgment in the interpretation of guidelines and regulations covering the field or work within defined criteria.

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ESSENTIAL DUTIES include, but are not necessarily limited to:

Level I

- Act as liaison between department management and Information Systems personnel; consults with and advises departmental administration on matters related to computer hardware and software implementation, strategic management, and development.
- Provides system hardware and software support; manages system security; configures new system users; provides or arranges training programs for staff in the use of hardware and software applications.
- Oversees the implementation and maintenance of the departmental data processing systems, establishes departmental policies and procedures relative to computer hardware and software; coordinates departmental data processing activities.
- Facilitates data conversions; develops, manages and/or maintains software and hardware documentation.
- Develops a thorough understanding of application areas to assure proper integration with automated systems; provides assistance in completing changes to meet requirements.

Level II

- Increased administrative responsibility in relation to IS Analyst I.
- Stays abreast of current technical developments in areas pertaining to information systems.
- Provides servers and LAN administration, technical support, and trouble shooting especially with respect to client server and networking applications.
- Assists in the design and maintenance of and access to court-wide databases; coordinates the design and development of new information systems.

Level III

- Plans, organizes, coordinates, assigns, and reviews the work of subordinate analysts and/or technicians; conducts staff training and team building.
- Reviews and recommends for approval technical proposals and cost estimates for vendor/contractor provided services.
- Oversees inspection, correction, acceptance, and continuing maintenance of vendor/contractor work.
- Plays a lead role in strategic planning of information systems.
- Maintains a strong sense of current and future shifts in technology in information systems.
- Develops Court standards and policies for information systems hardware and software.
- Coordinates the acquisition and implementation of information systems.
- Provides technical expertise for information systems; manages system security; provides or manages training programs for staff in the use of hardware and software applications. Installs and maintains system hardware, software and related services for the Court.

All Levels

- Installing, configuring, updating and maintaining server software/hardware,
- High-level problem troubleshooting.
- Tracking system resources and reporting/correcting any issues.
- Installing software upgrades and security patches, and monitoring for intrusion signs.
- Provides technical assistance and consulting support to staff with regard to solutions to program needs and business activities.

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- Prepares budget estimates and cost-benefit analyses of services and products.
- Reviews, analyzes, and interprets relevant tariffs, regulations, acts, and laws.
- Makes recommendations regarding regulatory issues.
- Prepares, recommends, maintains, and implements short- and long-term strategic plans for network and telecommunications services.
- Evaluates and implements the use of new technologies.
- Evaluates existing systems for cost and operational effectiveness.
- Evaluates existing infrastructure and inventories of services, hardware and software and develops replacement, upgrade, and consolidation methodologies into short- and long-term strategic plans; researches alternatives and prepares written recommendations and briefings for higher management to promote optimum utilization of system services and staff.
- Oversees and performs after-hours installation and/or repair activities.
- Performs other related work as required by business needs.

(Reasonable accommodation will be made when requested and determined by the Court to be appropriate under applicable law.)

Required Knowledge, Skills, and Abilities

Knowledge:

- Working experience with Microsoft Window Server Systems in an enterprise environment.
- Fundamental understanding of MS Exchange, MS SQL, SAN Storage, disaster recovery, backups, DNS, DHCP and group policy.
- Programming and scripting experience to include: PHP, MySQL, HTML, CSS, Javascript.
- Office automation applications and personal computers; related office support software (e.g. Outlook, Word, Excel, etc.) and other software applications that are unique to each department.
- Knowledge of data and voice communications protocol and industry standards such as Internet, Intranet security, VoIP, and data network.
- Knowledge of communications network management and router configuration.
- Thorough knowledge of a wide variety of hardware and software, cabling, power requirements, ancillary equipment, new developments, and other items related to network operations and telecommunications systems.
- Knowledge of competitive bidding process and role of technical contract management.
- Knowledge of budgeting and cost-benefit analysis
- Local Area Network (LAN) administration and networking engineering principles including server/client protocols.
- Workflow scheduling, records and forms design, and control requirements.
- Principles of supervision and training; administrative practices and policies of personnel or public administration and organization.

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Skills and Abilities

- Read, interpret, and apply complex technical publications, manuals, and other documents.
- Analyze complex data and information systems problems, evaluate alternatives, and make sound logical recommendations based on findings.
- Exercise sound independent judgment within general policy guidelines.
- Evaluate and make recommendations on different hardware and software packages.
- Evaluate, oversee, monitor, and maintain network and telecommunications operations.
- Gather and analyze complex data; conduct feasibility studies to determine needs and implement findings.
- Provide supervision and training to include directing the work of staff; provide technical training and assistance to other personnel.
- Represent the Court effectively with outside agencies, including county departments.
- Customer service skills.
- Time management; the ability organize and manage multiple priorities.
- Excellent interpersonal and communication skills.
- Demonstrate commitment to court values.
- Perform work that is assigned, scheduled and prioritized by others.
- Understand and implement verbal and written instructions.
- Write clearly and concisely; communicate effectively both verbally and in writing.
- Translate technical terminology into terms understandable to non-technical personnel.
- Work cooperatively with those contacted in the course of work.
- Maintain and research technological changes and developments in the computer hardware and software industry.
- Exercise initiative in developing and applying effective operating procedures applicable to information systems and office automation programs in a multiple operating system environment.
- Prepare clear, concise, and comprehensive technical reports; organize and interpret data pertinent to workload management; prepare mathematical calculations accurately.

Educational and Work Experience Requirements

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Level I

Three years of professional level experience in computer systems operation or support position performing analysis, design, and programming for personal computer (PC) support or information systems management. Successful completion, from an accredited college or university, of a Bachelor's degree in computer science, information systems management, or a closely related field may be substituted for the required experience.

Level II

Two years of experience in Yolo Superior Court, performing the duties of an Information Systems Analyst I; OR five years of professional level experience as described for Level I. Successful completion of a degree as described in Level I may be substituted for three years of the required experience.

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Level III

Three years of experience in Yolo Superior Court, performing the duties of a Information Systems Analyst II; OR seven years of professional level experience as described for Level I. Successful completion of a degree as described in Level I may be substituted for three years of the required experience.

This job specification should be not construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.

Certifications:

The following certifications are preferred but are not required:

- MCSE, Microsoft Certified Solutions Expert
- CCNA Routing and Switching
- VMware Certified Professional 5 – Data Center Administration

License Requirement

A valid California driver's license or the ability to provide alternate transportation is required.

Physical Requirements and Work Environment

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to use dexterity and coordination utilizing hands to finger, handle or feel objects, use a computer keyboard, view a computer monitor, handle files, single pieces of paper, stacks of papers, and reference and other materials; reach with hands and arms; and stoop and kneel. Hearing and speaking are needed to listen effectively and to talk with individuals in person and by phone. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability of adjust focus.

The employee is frequently required to sit, stand, and move from place to place within the office. The employee is occasionally required to lift and/or move objects weighing up to twenty-five (25) pounds and reach for items above and below desk level. Lifting of objects weighing in excess of twenty-five (25) pounds will require team lifting. The noise and traffic level in the work environment are similar to a busy business office.

Normal business hours: 8:00 a.m. to 5:00 p.m., Monday through Friday. The incumbent may be required to respond to off-hours emergency situations, work occasional weekends, holidays, and during times of emergency and disaster.

The employee is expected to adhere to all court policies.

Benefits Package

- CalPERS retirement (specific benefit determined per California Public Employee Retirement System regulations)
- Employees participate in Social Security, Medicare and State Disability Insurance.

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- The Court offers access to CalPERS health insurance (7 HMOs and 3 PPOs), Dental and Vision insurance.
- A benefit stipend is provided that covers a substantial portion of the cost of family coverage for health, dental and vision. Any unused portion of the benefit stipend will be paid to the employee as taxable earnings.
- Deferred compensation plans are available.
- A flexible spending account is available for qualifying medical or dependent expenses.
- The Court provides a \$10,000 life insurance policy and a \$10,000 accidental death and dismemberment policy at no cost to employees. Employees may purchase additional coverage for themselves and dependents.
- Sick leave is earned at the rate of 8 hours per month
- New employees are granted 40 hours of vacation after 6 months of continuous employment, thereafter the rate of vacation accrual is 80 hours per year. The vacation accrual rate increases to 120 hours after 3 years. Accrual increases by 8 hours at the 6, 9, 12, 13, 14, & 15 year marks. Vacation balance is capped at 320 hours.
- Additional benefits include up to 32 hours of floating holiday leave, 40 hours of administrative leave, 13 paid holidays, and a comprehensive and confidential Employee Assistance Program.

Recruitment Process

To be considered for this position, job applicants are required to submit the following by the closing date of this announcement:

- **Completed Yolo Superior Court application form**
- **Resume**

Human Resources will review applications. Applicants who are successful in the application screening phase may be contacted by phone or email and asked to participate in an oral interview conducted by a panel of subject-matter experts.

Yolo Superior Court application forms are available on the Court's website, www.yolo.courts.ca.gov or may be picked up from the Human Resources Department at 1000 Main Street, Rm 3501 Woodland CA, 95695. Completed application materials may be submitted in any of the following ways:

- Email to humanresources@yolo.courts.ca.gov
- Mail to Yolo Court Human Resources, P.O. Box 1290, Woodland CA, 95776
- Drop off at the Human Resources Department at 1000 Main St, Rm 3501 in Woodland
- Fax to Court Human Resources at 530-406-6883.

Completed application materials must be received by the Human Resources Department by Noon on Thursday, November 5, 2015 for consideration.

For more information contact a Human Resources representative at 530-406-6881.